

AMERITECH - BROOKS MTO 2-12-97

NAME	EMAIL ADDR	PHONE #
JASON DE JONGH	JDEJONGH@BROOKS.NET	616-224-4227
RICK KASZA (AIT)		810-443-9470
ROD CATE (AIT)		312-335-6661
ERIC LARSON (AIT)		312-335-6766
KIM HADLEY (MT)		414-390-2731
Jerry Hiley (AIT)		414-343-1504
DAVE GRANT (BFC)	DGRANT@BROOKS.NET	616-224-4257
Todd Stein (BFC)	TStein@Brooks.net	616-224-4521
Dawn Parks		616-224-4441
Roger Bagg (BFC)	rbagg@brooks.net	616-224-4289
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Carl Cooper	CCOOPER@Brooks.NET	(616)-224-4366

2/12/97

Operations
Meeting

Ameritech/Brooks Fiber Operations Meeting
Meeting Notes
2/12/97

In Attendance:

Ameritech: Eric Larsen
Ron Cate
Kim Hadley
Rick Kasza
Jerry Hiley

Brooks Fiber:

Marty Clift
Jason DeJongh
Dave Grant
Todd Stein
Dawn Parks

Roger Burr
Cherri Wright
Carl Cooper
John DeGuise

Following is a summary of the issues and related action items discussed during the meeting:

1. Inside Wiring

Brooks requested inside wiring/customer premise connection for unbundled loops. A test trial for single-family residential accounts was proposed by Brooks. AIT indicated applicable time and material charges would apply. Brooks will investigate how this type of account/service designation would be noted on the ASR. AIT indicated that this service may have to be provided under an additional agreement.

Action: Ordering/provisioning issues will be investigated (Jerry Hiley, Kim Hadley, and Dawn Parks)
Blanket authorization will be pursued with AIT legal. (Eric Larsen)

2. Virtual Collocation Access

Brooks inquired about accessing virtual collocation build-outs for software loads. AIT will investigate to determine if this could be accomplished through the provisions of the AVOIS tariff or through AIT's escort services.

Action: Review AVOIS tariff provisions and escort service procedures. (Ron Cate/Eric Larsen)

3. Trunk Additions/Overflow - Grand Rapids

Brooks suggested additional EOI trunk groups be established for overflow when the main groups reach capacity. This would trigger actions to augment the main groups when traffic hits the overflow groups. Brooks indicated that they will be configuring their EOI trunk groups in the manner. AIT will verify current traffic monitoring/trunk augmenting methods and procedures. The need for traffic/trunking projections was also discussed.

Action: IIS current practices will be reviewed and presented at next meeting. (Rick Kasza)
Overflow group proposal will be presented to AIT network planning (Rick Kasza)
Projection forms will be provided to Brooks (Rick Kasza/Carl Cooper)

4. 911 Routing Procedures - No issues identified or follow-up required.

5. Customer Conversion Proposal

Proposal submitted by Brooks has been presented to the AIT Network Excellence team. An update could not be provided in time for the meeting.

Action: Update required from Network Excellence team (Eric Larsen).

Ameritech/Brooks Fiber Operations Meeting

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6. Spare Card Stock Procedures

Procedures and facilities for the labeling and storing of plug-in cards in virtual arrangements were discussed. AIT will review tariff to see what type of storage facilities are allowed in virtual arrangement. Proposed labeling and storing procedures will be reviewed with AIT C/O managers.

Action: Determine what type of storage facilities are permitted under virtual arrangement (Ron Cate)
Define and implement labeling and storing procedures (Ron Cate/Dave Grant)

7. SPNP - DID/SS7 Conversion

The SS7 conversion process was discussed. AIT and Brooks agreed that the new trunk groups will be established, routing redirected to new group and then the old trunk groups will be disconnected/changed.

Action: Provide trunk group count (Jason DeJongh)
Place orders for new trunk groups (Jason DeJongh/Kim Hadley)
Verify charges (Kim Hadley)

8. B8ZS Conversion

Brooks expressed concern that facilities had been ordered with AMI instead of B8ZS.

Action: Issue will be addressed by Rick Kasza, Jason DeJongh, and Roger Buss.

9. Quality Initiative Analysis

The QIA reports were presented by Ron Cate. The following concerns and questions were identified:

- Numbers for August and September are questionable.
- Ameritech "misses" are not reflected in the report.
- Brooks feels that the "misses" on business lines are high and are not reflected in the reports.
- Data included in the "number of appointments" figures needs to be defined.
- Data may be impacted by the use of multiple ACNAs.
- Brooks would like to order numbers associated with "# of Due Dates not Met" to cross-reference.
- Brooks would like business and residential information segregated.
- Reports for similar report data for AIT retail was requested. AIT indicated that unbundled loop provisioning data cannot be accurately compared to bundled provisioning data. AIT will try to determine if only loop related issues can be extracted from retail data.
- Brooks requested data for all five states, even states where Brooks does not have a presence.
- Additional data requested:
 - Monthly orders with due dates that exceed the 5 day interval
 - List of orders with due dates changed at AIT discretion
 - Comparison of AIT assigned due dates vs. Brooks requested due dates
- Brooks would like to review data compiled for January reports.

Action: Questions, data analysis, etc., will be investigated and presented in next operations meeting (Ron Cate)

Ameritech/Brooks Fiber Operations Meeting
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10. Overflow Trunk Groups between AIT and BFC

See Item #3 above.

11. BFC to AIT Porting Procedures.

AIT winbacks should be directed through Dawn Parks group at BFC. No further action required.

12. SMDI Link - Grand Rapids Board of Realtors

Brooks is not seeing charges for SMDI link for end user.

Action: Brooks will provide BTN and circuit numbers and AIT will investigate (Kim Hadley/John DeGuise)

13. Oak Industrial Network Trunks

Brooks requested that AIT remove DS3s from BFCs DACs and terminate on AIT 3/1 mux.

Action: AIT will initiate reconfiguration activities (Rick Kasza, Ron Cate)

14. OPX/Centrex/Misc. Bill Issue

OPXs and tie lines discussed. The implications of contracts and Centrex grandfathered services were also discussed. Termination penalties and grandfathered status should be determined by Brooks before terminating disconnecting/changing services. Assuming these services under resale or miscellaneous billing arrangement was also discussed.

Action: Assistance in verify information related to the circuits can be directed to the IIS service center

15. Electronic Interface Status

Update provided. These issues are being handled through additional conference calls between both organization's I/T personnel.

16. Other Issues

Lansing Board of Water. Project and related orders were discussed. Orders for SPNP and trunk facilities will be changed by Brooks. Status on EO1 and AIT OC/12 needs to be obtained so that trunk facilities can be provisioned. If the AIT OC/12 is not available, AIT will investigate using the EO1 OC/12 on an interim basis.

Action: Determine completion date of AIT and EO1 OC/12s (Rick Kasza).
Place orders on appropriate facilities (Brooks Fiber).

The next operations meeting will be scheduled during the week of March 17, 1997 in Grand Rapids (Eric Larsen/Jason DeJongh)

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Meeting called by: Carl Cooper

1. Introduction ✓
2. Forecasting Schedule ✓
3. Collocation Forecasts
4. ISDN Network (64K Clear Channel)
5. Resale
6. End Office Integration
7. SPNP - Remote
8. SPNP - Direct
9. Unbundled
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.
- 16.
- 17.
- 18.
- 19.

Brooks / AIT

JOP Meeting - 3/26/97

<u>Name</u>	<u>Company</u>	<u>Telephone #</u>	<u>Fax #</u>
Eric Larson	AIT	312-335-6764	312-335-2927
CHAD DE JONGH	BFC	616-224-4227	616-224-5110
Roger Raaf	BFC	616/224-4289	616-224-5110
ROBERT HOLLS	AIIS	N/A.	N/A.
RICKE KASZA	AIIS	810-443-9470	810-444-1073
DEN CAMPBELL	AIIS	312-335-3077	312-335-7103
Debbie McAllum	AIT	313-983-8134	313-983-8723
CARL COOPER	BFC	(616) 224-4534	(616) 224-5110
Ken Adams	BFC	616 224 4628	616 224 5110
KAY. HELTSLEY	AIIS	810-948-0375	810-948-0380
Mike Greenman	BFC	616 224-4356	616-224-5114

**Ameritech/Brooks Fiber Operations Meeting
Items for Discussion**

Date: 4/3/97

Start Time: 9:00 AM. ET

Ameritech Representatives:

Eric Larsen

Kay Heltsley

Bob Hollis

Jerry Hiley

Kim Hudley

2/12/97 Issues:

Inside Wiring

Virtual Collocation Access

Trunk Additions/Overflow

Customer Conversion Proposal

Spare Card Stock Procedures

SPNP - DID/SS7 Conversion

B8ZS Conversion

Quality Initiative Analysis Reports

Oak Industrial Network Trunks

OPX/Centrex/Misc.Bill Issue

Electronic Interface Status

Lansing Board of Water and Light

New Issues:

OPX/Private Line Issues

CNDS

SS7 B-Links

Outage Notification

ASR Testing

BROOKS / AMERITECH ~~CONF~~ MEETING 4-3-97

<u>NAME</u>	<u>COMPANY</u>	<u>PHONE</u>	<u>FAX</u>
JASIN DE JONGH	BFC - OPERATIONS	616-224-4227	616-224-51
ROBERT HOLLS	AIIS (MANAGER) (SCARF)	877-834-8087	
KAY HEBBLEY	AIIS	810-948-0375	810-948-0381
Dawn Parks	BFC	616-224-4419	
Gina JADLEY	AIIS	414-380-2730	924-346
Dave GRAWT	BFC	616-224-4257	616-224-515
Kathy Estep	BFC	616-224-4515	616-224-541
Jerry Hiley	Ameritech	414-343-1504	414-343-1631

EXAMPLE "A"

Ameritech/Brooks Fiber Operations Meeting Meeting Notes 04-03-97

In Attendance: Ameritech
Robert Hollis
Kim Hadley
Jerry Hiley
Eric Larson
Kay Heltsley

Brooks Fiber
Jason Dejongh
Dawn Parks
Dave Grant
Kathy Estepp

Following is a list of the issues and related action items discussed during the meeting:

1. INSIDE WIRING

Brooks Fiber is requesting Ameritech technicians to disconnect inside wiring at customers NTI. Eric Larson will check with legal Department on ramifications of verbal ok's from Brooks to disconnect Ameritech services. Brooks Fiber says they will get the LDA from the customer. Brooks think Ameritech technicians are already removing jumpers and leaving the NTI open when checking for trouble (Brooks will give examples). Jerry Hiley will check with Connie Hubbard to verify this.

2. VIRTUAL COLLOCATION ACCESS

Robert Hollis discussed issue with Rueben Liceraga, switching supervisor, Grand Rapids. Rueben stated that a procedure has already been established in the Grand Rapids area. Brooks Fiber agreed that there is not a problem in the Grand Rapids area as far as access. They were concerned with other areas like Traverse City and Lansing. Bob Hollis will make contact with switch supervisors in the related areas and clarify existing procedures already in place. These procedures include the NECC contacting each central office when Brooks requires an office visit.

3. TRUNK ADDITIONS/OVERFLOW

Closed Issue - Agreed upon by Ameritech and Brooks Fiber representatives.

4. 911 ROUTING PROCEDURES

Closed Issue - Agreed upon by Ameritech and Brooks Fiber representatives.

5. CUSTOMER CONVERSION PROPOSALS

Issue is being addressed by Network Excellence Team at this time. No update provided. Additionally, Brooks Fiber will provide live cases to test the proposed change in Ameritech's live cutover procedures.

6. SPARE CARD STOCK PROCEDURE

Brooks Fiber introduced a new "CO CARD MAINTENANCE FORM". They would like it to flow through the NECC group (Jerry Hiley). This form would be used to identify the type, number of, name and action required on any Brooks card sent to a central office. In addition, they would provide a tag to be placed on any defective card by the Ameritech technicians for future pickups. Logistical issues associated with storage space in the central office for cards provided by Brooks was discussed. Ameritech will check on the legality of providing leased space for storage cabinets etc.

7. SPNP- DID/557 CONVERSION

Issue to be addressed by Rick Kasza. *Network*

8. 8825 CONVERSION *Network*

Issue addressed and agreed upon by Ameritech and Brooks Fiber representatives.

9. QUALITY INITIATIVE ANALYSIS

bullet points:

- . Numbers for August and September have been corrected.
 - . Ameritech misses not reflected in report- Ameritech is looking into this
 - . Data included in number of appointments (items) need to be defined - Ameritech is changing this to reflect the true number of orders taken.
 - . Data may be impacted by use of multiple ACNA'S - Agreed upon.
 - . Order numbers associated with " # OF DUE DATES NOT MET" for cross referencing - Ameritech can do this but not at a 100% match.
 - . Brooks would like business and residential information segregated - Ameritech expressed that, " we do not separate data".
- Brooks request for retail provisioning data from AIT - Ameritech expressed that there is no parity between reports of provisioning bundled loops versus unbundled loops.
- . Brooks request for data for all five Ameritech states - Ameritech will not provide this data.
 - . Monthly orders with due dates that exceed the 5 day intervals - Kim Hadley will provide data to reflect when Ameritech receives an order from Brooks, to the desired due date, to the confirmed due date. Ameritech reiterated that due dates are not changed at our discretion, unless integrated facilities are involved or no facilities are available. Ameritech strives to meet the 3-5 day intervals.

10. OVERFLOW TRUNK GROUPS BETWEEN AIT AND BFC

Closed Issue

11. BFC TO AIT PORTING PROCEDURES

Closed Issue

12. SMDI LINK - GRAND RAPIDS BOARD OF REALTORS

Closed Issue

13. OAK INDUSTRIAL NETWORK TRUNKS *Network*

Rick Kasza is addressing this issue.

14. OPX/CENTREX/MISC. BILLING ISSUES

Issue is being addressed by Kay Heltsley and Kim Hadley.

15. ELECTRONIC INTERFACE STATUS *Still Ongoing*

Due on 04-11-97. Kay Heltsley is working on issue. This link runs between Brooks and the Northwest office center and will transport ASR data for new orders. Future data to be transported over this link will be directory listings, operator and directory assistance, electronic sending of billing and updates to 911 databases; STATUS - ongoing

16. LANSING BOARD OF WATER AND LIGHT CUT

Brooks has expressed concerns about a number of Ameritech derived centrex lines not being able to cut. Ameritech feels the numbers that are falling out are no

part of the original 3 digit centrex package. A previous cut showed pots line being converted to the 3 digit centrex package at the time of cut. Brooks will provide Ameritech with a complete list of lines to be converted prior to cut date of 04-08-97. Ameritech can then verify that all lines being cut have 3 digit dialing features.

NEW ISSUES

1. SS7 8-LINKS

Brooks wants the capability to get to the END OFFICE, 800 CARRIER ID, CLASS (global title ~~translations~~) and LIDBE.

TRANSFER.

2. OUTAGE NOTIFICATION

Brooks wants notification when a card or system goes down. Ameritech states they need an 800 number pointed to a FAX machine. Brooks will provide the 800 number.

3. TRAVERSE CITY DEMARC POINT

Brooks would like the established demarc in the Traverse City wirecenter move approximately 50 foot for safety purposes. Bob Hollis made contact with Rick Kasza and John Bilski (IAP Engineer/Traverse City) to discuss this issue. John Bilski will contact Dick Bayer (Brooks fiber) to co-ordinate move. Rick Kasza will research the additional costs associated with the work involved.

4. CUSTOMER ORDER PROCESSES

Brooks has expressed its concern for parity of all customer orders, both Ameritech and Brooks.

5. NOTIFICATION OF NO FACILITIES

Brooks is concerned about receiving notifications 48 hours before the due date. They would like notification 48 hours from the issuance of the order. Bob Hollis will contact Scott Alexander and Larry Trudelle to obtain information about the process involved. At issue is whether the time involved could be shortened by including the RSC initially before contacting the Engineering department.

6. ASR TESTING

The system Brooks uses now is PC based. Brooks will move from their existing program to an A5400 program in approximately 30 days. Ameritech has offered a system analysis group (Beechwood Corporation) as support if Brooks requires assistance.

Brooks Fiber/Ameritech Operations Meeting

5/3/97 Agenda

4/3/97 Issues:

1. Quality Initiative Analysis Reports
2. Inside Wiring
3. Customer Conversion Proposal
4. OPX/Centrex/Misc. Bill Issue
5. Electronic Interface Status
6. Lansing Board of Water and Light
7. SS7 B-links
8. Traverse City Demarc Point
9. ASR Testing

New Issues:

10. Calling name delivery service
11. Direct end office trunks to Holland
12. Ameribank 5/24 centrex conversion
13. Ordering unbundled loops to remote offices
14. Special construction requests
15. 911 TRUNKS IN LANSING
16. TOLEDO - NO FORCED OVERTIME
17. 2ND LINE ASR WORKING
18. FORECASTING
 - NEED TO PROVIDE BROOKS w/ AMERITECH FOREC.
 - R. BASS REQUESTED HI-CAP FORECAST FORM TO COMPLETE
19. "Type 2" CONFERENCE CALL w/ L. VANDERVEEN

BROOKS FIBER/AMERITECH
5/8/97

<u>NAME</u>	<u>COMPANY</u>	<u>PHONE</u>
KAY HELTSLEY	A115	810-948-0375
CARL COOPER	BFC	(616) 224-4533
Jerry Hiley	Ameritech	414-343-1504
ROBERT HOWLS	"	517-334-1069
Dawn Parks	BFC	616-224-4419
Fogor Bras	BFC	616-224-4289
JASON DE JONGH	BFC	616-224-4227
MELISSA LOCK	BFC	616-224-4331
RANDY HERLEIN	BFC	616-224-4384

EXAMPLE "B"

Ameritech/Brooks Fiber Operations Meeting Meeting Notes 05-08-97

In Attendance:

Ameritech
Robert Hollis
Jerry Hiley
Kay Heltsley

Brooks Fiber
Jason Dejong
Dawn Parks
Carl Cooper
Roger Baas
Melissa Cook
Randy Herlein

The following issues and related action items were discussed during this meeting:

1. Quality Initiative Analysis Reports

Ameritech reports were distributed and discussed. Issue was taken on the FOC date and consequences if due dates are changed. Questions on "out of service over 24 hours" column. Did this percentage increase because the clock does not stop at 5:00pm. Brooks Fiber presented their version of the analysis report which depicted Ameritech's performance on unbundled loops, in Michigan and Ohio, from January thru April of 1997. Discrepancies in "# of installations worked" "due dates not met" and "percentages given" were discussed.

ACTION ITEM

Brooks Fiber will separate Ohio data from Michigan data on their report. Bob Hollis will contact Donna Reynolds to get more details as to what is included in the Ameritech reports for "# of installations (does this mean # of orders or # of items). Do all orders on the Ameritech Analysis Report carry a TXNU code.

2. Customer Conversion Proposal

The Network Excellence Team has chosen a test project. The date chosen for conversion is May 13-15 at 8:00 or 8:30 am. Additional test customers will be identified at a later time.

3. Opx/Centrex Billing Issue

Bob Hollis will research how billing can be adapted to allow easy order flow between Brooks Fiber and Ameritech. Note: this is not an unbundling issue but sounds more in line with resale. Action Item: Bob Hollis will contact EBS sales staff with two examples (City of Zeeland and City Of Hudsonville) to find out if additional information is required on the ASR to allow these two orders to flow thru.

4. Electronic Interface Status

The T-1 is on order now. Brooks Fiber would like work completed as soon as possible. Contact person for AIT is Rick Dishman. Action: Kay Heltsley will make contact with Rick Dishman to inquire about status and due dates.

5. Lansing Board Of Water And Light (3100 Alpha St.)

Cut is scheduled for 05-19-97 and involves 12 lines. Brooks Fiber would like 6 of these lines reallocated to copper pairs at a later date. This would provide BWL with a diverse feeder path on 1/2 of these circuits. Action Item: Bob Hollis will research and determine if special construction costs are required for the second cut.

6. Traverse City Demarcation Move

Brooks Fiber is requesting a copper Demarc point to be moved approximately 50 feet. Ameritech presently has two entrances into the building: One copper cable enters through the front of the building. The second entrance is at the rear of the building and a fiber cable utilizes this entrance. Brooks Fiber is requesting Ameritech to utilize spare fibers in the existing fiber sheath if rearrangement of copper facilities and terminal is required. Presently circuits on copper consists of 56kb's used for SS-7 links. Brooks Fiber would prefer these links be moved to fiber facilities in there switch room. Action Item: Bob Hollis will check with Rick Kazsa on future plans for existing fiber facilities and if the existing trunk circuits can be moved. Secondly, are there special construction charges associated with this move?

7. ASR Testing

Action Item: Kay Heltsley will make arrangements to address Brooks Fiber's issue with how it's system interfaces with the Ameritech system.

8. Calling Name Delivery Service

Brooks Fiber is wondering why their customers can not have this feature when an Ameritech customer is called by a Brooks Fiber customer. Kay Heltsley responded that at this time Ameritech does not have an agreement with Southern New England Telephone Company (Brooks Provider) at this time.

9. Direct End Office Trunks To Holland

Brooks Fiber gave us a heads up that they will be ordering (96ea.) trunks to the Holland Main Central Office.

10. Ameribank Centrex Conversion

Notification that Brooks Fiber is scheduling the beginning of the conversion process. Expected due date is May 24, 1997.

11. Ordering Unbundled Loops To Remote Offices

Unbundled loops are ordered to the host office per Interconnection Agreement 9.4.4. This was explained in detail by Scott Alexander on a conference call.

12. Special Construction Charges/When Do They Apply

Bob Hollis is working on compiling the guidelines to be issued.

13. Turndown Of 911 Trunks In Lansing

Ameritech deactivated the Brooks Fiber 911 Trunks to their switch. Identified by Brooks Fiber on 05-07-97. Rick Kazsa and Bob Hollis was notified. The trunks were returned to service within the hour. Ameritech is looking into this issue and will respond back to Brooks Fiber as soon as possible.

14. Toledo

Brooks Fiber expressed their concerns about Ameritech achieving positive performance ratings in Toledo. They cited three orders that did not go well in Toledo. Jerry Hiley will check into the details of those orders and see how Ameritech can improve. Brooks Fiber also expressed it's concern of no forced overtime in Ohio.

Next meeting is scheduled for 06-19-97 at approximately 9:00am

AGENDA
Ameritech/Brooks Fiber Operations Meeting — 6/19/97

1. Quality Initiative Analysis Reports - Jason Dejongh/ Ron Cate
2. OPX/Centrex Billing Issues - Bob Hollis
3. Electronic Interface Status - Kay Heitsley
4. Traverse City Durnaro Move - Bob Hollis
5. ASR Testing - Kay Heitsley/Kim Hadley
6. Special Construction Charges(when do they apply) - Bob Hollis
7. Toledo Performance - Jerry Hiley/Bob Hollis

NEW ISSUES

8. Order Co-ordination (24 hr. notice from Brooks Fiber on cutover times) - Jerry Hiley
9. Operator Services/Pay Phone Issues - Jason Dejongh
10. Intra Lata Issues - Jason Dejongh
11. 24 hr. Hunt Groups/Conversions - Jason Dejongh

Brooks/Ameritech Operations Mtg June 19, 1997

<u>Name</u>	<u>Company</u>	<u>PHONE</u>
Kay Hellday	Ameritech	810-948-037
Patricia Lott	Brooks	616-224-451
Timothy Walley	Brooks	414-302-130
JASON DE JONGH	BROOKS	616-224-4227
Terry Hilley	Ameritech	414-343-1504
ROBERT HOLLIS	Ameritech	517-334-1069
Dawn M. Parks	Brooks	616-224-4419
Agnes Raas	Brooks	616-224-4289
KEN CATE	Ameritech	312-335-6609
MEISSA COOK	BROOKS	616-224-433

Ameritech/Brooks Fiber Operations Meeting
Meeting Notes
06-19-97

In Attendance:

Ameritech
Robert Hollis
Jerry Hiley
Kay Heltsley
Ron Cate
Kim Hadley

Brooks Fiber
Jason Dejongh
Kathy Estepp
Melissa Cook
Roger Baas
Dawn Parks

The following issues and related action items were discussed during this meeting:

1. Quality Initiative Analysis Reports

Brooks Fiber and Ameritech are not in agreement on the percentage of orders that reflect "Made Due Dates". Both parties agreed to look at all missed orders for the month of April and true up the percentages. Kim Hadley and Dawn Parks will agree upon the list of missed orders to study. This list will be provided to Bob Hollis, Dawn Parks and Jerry Hiley, who will study the information on each order, and agree as to whether the Due Dates were actually met. Additionally, Ameritech requests Brooks Fiber to provide additional information on any trouble tickets that show "out of service over 24 hours". Ron Cate will get AMI details.

2. OPX/Centrex Billing Issue

Discussed issue Brooks Fiber has with billing on OPX orders. Kim Hadley will make sure the CSR issued for these types of orders have the correct information on them. Kim will also make sure EBS is notified before issuance of the FOC date on a centrex order.

3. Electronic Interface Status

The circuit is in place and ready at this time. Jan Cunniffe from Ameritech is currently working with Brooks Fiber on the ASR application. A meeting is scheduled for June 20, 1997 with Rick Dishman (Ameritech Implementation Manager) and Brooks IT personnel. This meeting will be used to answer questions regarding connect direct applications and establish Brooks' priorities and a timeline for each request.

4. Traverse City Demarcation Move
Closed Issue

5. ASR Testing

Debbie Johnson of Ameritech has been working with Kathy Estepp's provisioning organization at Brooks Fiber to identify issues Brooks Fiber is having with their system. A technician from Beechwood has been scheduled by Ameritech for an onsite visit to Brooks Fiber on July 2, 1997 to work with Brooks on this issue.

6. Special Construction Charges

There is a core team within Ameritech discussing the guidelines required that mandates special construction charges. Kim Hadley and Ron Cate will identify the process required to request ISDN BRI lines, how labor charges are applied when building an ISDN loop and the distance limitations associated with it. Ameritech will provide Brooks Fiber a handoff which will provide a process for determining how and when special construction charges are applied before an actual order is sent out.

7. Toledo Performance

Brooks Fiber and Ameritech have agreed that more lead time is required when establishing a conversion time on future orders in the Toledo area. Dawn Parks will work with Jerry Hiley on getting the

schedule out sooner to the central office technicians. Dave Jernas, of Brooks Fiber/Toledo, has indicated that order activity in Toledo is going much better.

8. Pay Phone Issue

Brooks Fiber requested verification of the process used to handle pay phone calls through operator services. Kay Heltsley will identify a contact at Ameritech to address Brooks Fiber's questions. Kay will also review the current Operator Services Agreement in place with Brooks Fiber to determine if it covers calls from pay phones.

9. Valuelink Plan

Arrangements are in place for Ameritech to provide IntraLata toll service to optional calling plan customers that select Brooks Fiber as their local service provider. Kay Heltsley is the point of contact should additional issues arise.

10. Hunt Group/Conversion Issue

Brooks Fiber expressed their concerns that periodically conversions do not start on time. They feel that these delays are caused by port unavailable in the switch, manpower shortages and heavy workload. Ameritech responded that port availability is dictated on a first come first serve basis into the switch, and this is standard procedures.

11. FOC Date Issues

Brooks Fiber expressed their concern that FOC dates are given out by Ameritech when there are no facilities available. Spare pairs assigned for orders are being identified as defective pairs on the day of the proposed cut. Brooks Fiber is requesting Ameritech to evaluate their process and improve this part of it. Ameritech agreed to look at this issue and see if there are alternatives to the existing process by the next operations meeting. This will be addressed by Kim Hadley and Jerry Hiley.

06-24-97
Bob Hollis

Meeting called by: Carl Cooper

1. Introduction
2. 64K Clear Channel Capability
3. 64K Clear Channel Trunk Group
4. Check on capability on overflowing 56k to 64k
5. Resale Training
6. New direct trunking from CMPE (144), DTIN (72), HDVL (72), HLLD (24)
7. Multiple SPNP-DID groups out of a single wire center
8. Bonifide requests for new loops
9. Jointly provided SNET systems -- what facilities are allowed?
10. Operator Trunking Call Through Plan
11. Toledo Trunking need to fill out order
12. Total DS1's by switch
13. Incorporate GR TOPS and PSAP trunks into forecasts
- 14.
- 15.
- 16.
- 17.
- 18.
- 19.

Additional Information